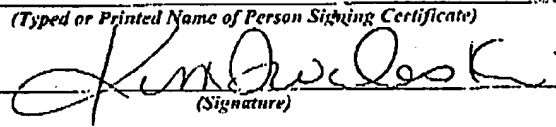


<b>CERTIFICATE OF TRANSMISSION BY FACSIMILE (37 CFR 1.8)</b> Applicant(s): <b>Russell F. Gloor et al.</b>			Docket No. <b>END919990079US1</b>	
Serial No. <b>09/439,310</b>	Filing Date <b>11/12/1999</b>	Examiner <b>Reagan, James A.</b>	Group Art Unit <b>3621</b>	
Invention: <b>BUSINESS METHODS FOR QUALITY ASSURANCE OF SERVICES</b>			<b>RECEIVED CENTRAL FAX CENTER APR 15 2004</b>	
<p>I hereby certify that this <u>Amendment (6 pages)</u> (Identify type of correspondence)</p> <p>is being facsimile transmitted to the United States Patent and Trademark Office (Fax. No. <u>703-872-9306</u>)</p> <p>on <u>4/15/2004</u> (Date)</p> <p style="text-align: right;"><u>Kim Dwileski</u> (Typed or Printed Name of Person Signing Certificate)</p> <p style="text-align: right;"> (Signature)</p> <p style="text-align: center;">Note: Each paper must have its own certificate of mailing.</p>				

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Applicant: Russell F. Gloor *et al.*

Examiner: Reagan, James A.

Serial No.: 09/439,310

Art Unit: 3621

Filed: 11/12/1999

For: **BUSINESS METHODS FOR QUALITY ASSURANCE OF SERVICES**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT**

Sir:

In response to the Office Action mailed March 22, 2004, please amend the above-identified application as follows:

09/439,310

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